

CCR No. <u>98-0574</u>	Logged Date <u>5-11-98</u>	Rev. <u>-</u>	Request Type <u>CCR</u>
Priority Routine <input type="checkbox"/> Urgent <input checked="" type="checkbox"/> Emergency <input type="checkbox"/>	Affected Release		Change Class <u>IN</u>
Title : I & O Requests the ability to access SMC-Remedy from EDF Facility requires workstations to be added to the GDAAC Name Space			
Documents Affected <u>N/A</u>		Source Nos (RID, NCR, Action Item, GSFC CCR, etc.) or Tech Reference <u>N/A</u>	
RTM Change <input type="checkbox"/> Start New Baseline <input type="checkbox"/>			
Problem The I & O Help Desk will be responsible for resolving, tracking and managing trouble tickets originating from the DAACs. Trouble Tickets are first entered into the DAAC's Remedy System, then forwarded to the SMC Remedy System. This is where all system wide trouble tickets are stored. The SMC Remedy Software is on host : m0msh03.ecs.nasa.gov. I & O Help Desk personnel have been granted access to this host and are able to telnet from the Landover (EDF) Facility. However we cannot invoke Remedy because it requires a GUI Interface. EDF workstations do not have the capability to access software with GUI interfaces. IP Addresses for EDF workstations in the HITC.COM domain are translated to a generic IP address on the internet. The UNIX DISPLAY variable cannot not be set to send an X display back from m0msh03.			
Proposed Solution Add the I & O Help Desk Workstations to the GDAAC Name Space. <u>NEED DATE: 5-15-98</u>			
Impact Analysis: Organizations Affected: BOO <input type="checkbox"/> Contracts <input type="checkbox"/> ECS Chief Eng <input type="checkbox"/> FOS <input type="checkbox"/> M&O <input type="checkbox"/> Procurement <input type="checkbox"/> OO <input type="checkbox"/> Rel. Dev <input type="checkbox"/> Rel. A <input type="checkbox"/> Rel. C <input type="checkbox"/> SCDO Arch. <input type="checkbox"/> Science Off <input type="checkbox"/> Security <input checked="" type="checkbox"/> <u>bp</u> Subcontract <input type="checkbox"/> Sys. Eng <input type="checkbox"/> Sys Verif <input type="checkbox"/> Acpt <input type="checkbox"/>			
Cost: None <input type="checkbox"/> Small <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Large <input type="checkbox"/> (Not exceeding \$100,000) (\$100,000 to \$500,000) (Over \$500,000)			
Schedule: None <input type="checkbox"/> Other <input type="checkbox"/>			
Additional LOC _____		Man-Months _____	
Materials _____			
Originator <u>Pamela Johnson</u>	Signature <u>Pamela Johnson</u>		Date <u>5/8/98</u>
Office <u>AO</u>	Office Manager Signature <u>J. H. Hickey</u>		Date <u>11 May 98</u>
Disposition	Approved <input checked="" type="checkbox"/> Approved w/Comment <input type="checkbox"/> Forward <input type="checkbox"/> Disapproved <input type="checkbox"/>		
Comments:			
CCB Chairperson		Signature <u>Karl Lathum</u> Date <u>13 May 98</u>	

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